



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period: September 2019**

**Total Number of Calls: 300**

**Report Date: 10/02/2019**

<b>Heating Fuel Payment Assistance</b>	<b>51</b>
<b>Electric Service Payment Assistance</b>	<b>38</b>
<b>Food Pantries</b>	<b>22</b>
<b>Rent Payment Assistance</b>	<b>16</b>
<b>Substance Use Disorder Counseling</b>	<b>13</b>
<b>Outpatient Mental Health Facilities</b>	<b>9</b>
<b>Community Shelters</b>	<b>8</b>
<b>Area Agencies on Aging</b>	<b>8</b>
<b>Municipal Police</b>	<b>8</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>Psychiatric Medication Services</b>	<b>7</b>
<b>Food Stamps/SNAP Applications</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Directory Assistance</b>	<b>6</b>
<b>Medical Care Expense Assistance</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>6</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>5</b>
<b>AARP Tax Aide Programs</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period: September 2019**

**Total Number of Calls: 96**

**Report Date: 10/02/2019**

<b>Heating Fuel Payment Assistance</b>	<b>24</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Food Pantries</b>	<b>12</b>
<b>Alcohol Detoxification</b>	<b>9</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>Food Vouchers</b>	<b>6</b>
<b>General Relief</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Mental Health Crisis Lines</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Household Goods</b>	<b>3</b>
<b>Thrift Shops</b>	<b>3</b>
<b>Urgent Care Centers</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period: September 2019**

**Total Number of Calls: 716**

**Report Date: 10/02/2019**

<b>Electric Service Payment Assistance</b>	<b>171</b>
<b>Heating Fuel Payment Assistance</b>	<b>117</b>
<b>Rent Payment Assistance</b>	<b>55</b>
<b>Housing Search Assistance</b>	<b>50</b>
<b>Food Pantries</b>	<b>46</b>
<b>Case/Care Management</b>	<b>41</b>
<b>Alcohol Detoxification</b>	<b>40</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>38</b>
<b>General Dentistry</b>	<b>32</b>
<b>General Counseling Services</b>	<b>31</b>
<b>Community Shelters</b>	<b>30</b>
<b>General Relief</b>	<b>29</b>
<b>Drug Detoxification</b>	<b>27</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>24</b>
<b>Mental Health Crisis Lines</b>	<b>24</b>
<b>Specialized Information and Referral</b>	<b>24</b>
<b>Legal Counseling</b>	<b>21</b>
<b>State Government Agencies/Departments</b>	<b>21</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>19</b>
<b>General Acute Care Hospitals</b>	<b>18</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period: September 2019**

**Report Date: 10/02/2019**

**Total Number of Calls: 55**

<b>Heating Fuel Payment Assistance</b>	<b>19</b>
<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>Smoking/Vaping Cessation</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>
<b>Child Care Centers</b>	<b>2</b>
<b>Federated Giving Programs</b>	<b>2</b>
<b>Family Crisis Shelters</b>	<b>2</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>2</b>
<b>General Acute Care Hospitals</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Oral Health Education/Information</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Gambling Addiction Support Groups</b>	<b>1</b>
<b>Adult Protective Services</b>	<b>1</b>
<b>Family Counseling</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period: September 2019**

**Report Date: 10/02/2019**

**Total Number of Calls: 65**

<b>Electric Service Payment Assistance</b>	<b>20</b>
<b>Community Shelters</b>	<b>10</b>
<b>Heating Fuel Payment Assistance</b>	<b>8</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>6</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Homeless Motel Vouchers</b>	<b>3</b>
<b>Medicare Information/Counseling</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>211 Systems</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Inpatient Drug Detoxification</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Psychiatric Case Management</b>	<b>2</b>
<b>Home Based Parenting Education</b>	<b>1</b>
<b>Home Barrier Removal Grants</b>	<b>1</b>
<b>Aging and Disability Resource Centers</b>	<b>1</b>
<b>Governor Offices</b>	<b>1</b>
<b>General Minor Home Repair Programs</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period: September 2019**

**Report Date: 10/02/2019**

**Total Number of Calls: 225**

<b>Electric Service Payment Assistance</b>	<b>72</b>
<b>Community Shelters</b>	<b>38</b>
<b>Rent Payment Assistance</b>	<b>38</b>
<b>Heating Fuel Payment Assistance</b>	<b>36</b>
<b>Housing Search Assistance</b>	<b>16</b>
<b>Food Pantries</b>	<b>11</b>
<b>Soup Kitchens</b>	<b>10</b>
<b>Food Vouchers</b>	<b>8</b>
<b>General Relief</b>	<b>8</b>
<b>Mental Health Crisis Lines</b>	<b>8</b>
<b>Case/Care Management</b>	<b>7</b>
<b>General Counseling Services</b>	<b>7</b>
<b>Legal Counseling</b>	<b>7</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>7</b>
<b>Specialized Information and Referral</b>	<b>7</b>
<b>Community Action Agencies</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>6</b>
<b>Area Agencies on Aging</b>	<b>5</b>
<b>Diapers</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period: September 2019**

**Total Number of Calls: 60**

**Report Date: 10/02/2019**

<b>Electric Service Payment Assistance</b>	<b>22</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Food Pantries</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Colleges/Universities</b>	<b>2</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>General Dentistry</b>	<b>2</b>
<b>General Federal Income Tax Information</b>	<b>2</b>
<b>General Medical Care</b>	<b>2</b>
<b>Hearing Aids</b>	<b>2</b>
<b>Hospice Care</b>	<b>2</b>
<b>Integrated Co-Occurring Disorders Treatment</b>	<b>2</b>
<b>Opioid Detoxification</b>	<b>2</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>2</b>
<b>Telephone Service Payment Assistance</b>	<b>2</b>
<b>Federal Government Agencies/Departments</b>	<b>1</b>
<b>Energy Information Services</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period: September 2019**

**Report Date: 10/02/2019**

**Total Number of Calls: 59**

<b>Electric Service Payment Assistance</b>	<b>22</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>
<b>Food Pantries</b>	<b>4</b>
<b>Home Barrier Evaluation/Removal Services</b>	<b>4</b>
<b>Prescription Drug Patient Assistance Programs</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>General Minor Home Repair Programs</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Medical Care Expense Assistance</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>
<b>Weatherization Programs</b>	<b>3</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Building Materials/Supplies Donation Programs</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>General Dentistry</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Prescription Expense Assistance</b>	<b>2</b>
<b>Public Charities</b>	<b>2</b>
<b>Respite Care</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period: September 2019**

**Total Number of Calls: 112**

**Report Date: 10/02/2019**

<b>Electric Service Payment Assistance</b>	<b>47</b>
<b>Food Pantries</b>	<b>16</b>
<b>Rent Payment Assistance</b>	<b>15</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Community Action Agencies</b>	<b>8</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>
<b>Outpatient Mental Health Facilities</b>	<b>8</b>
<b>General Dentistry</b>	<b>7</b>
<b>Community Shelters</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Family Crisis Shelters</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>Housing Authorities</b>	<b>3</b>
<b>Housing Counseling</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Medical Care Expense Assistance</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Thrift Shops</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period: September 2019**

**Total Number of Calls: 229**

**Report Date: 10/02/2019**

<b>Food Pantries</b>	<b>52</b>
<b>Electric Service Payment Assistance</b>	<b>46</b>
<b>Housing Search Assistance</b>	<b>26</b>
<b>Community Shelters</b>	<b>22</b>
<b>Heating Fuel Payment Assistance</b>	<b>20</b>
<b>Case/Care Management</b>	<b>17</b>
<b>General Counseling Services</b>	<b>15</b>
<b>Municipal Police</b>	<b>14</b>
<b>Family and Community Medicine</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>Thrift Shops</b>	<b>10</b>
<b>Food Vouchers</b>	<b>9</b>
<b>Home Nursing</b>	<b>9</b>
<b>Homeless Motel Vouchers</b>	<b>8</b>
<b>Psychiatric Case Management</b>	<b>8</b>
<b>Public Charities</b>	<b>8</b>
<b>Specialized Information and Referral</b>	<b>8</b>
<b>Aging and Disability Resource Centers</b>	<b>7</b>
<b>General Acute Care Hospitals</b>	<b>7</b>
<b>General Relief</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period: September 2019**

**Report Date: 10/02/2019**

**Total Number of Calls: 42**

<b>Heating Fuel Payment Assistance</b>	<b>7</b>
<b>Electric Service Payment Assistance</b>	<b>6</b>
<b>Community Shelters</b>	<b>4</b>
<b>Adult Residential Treatment Facilities</b>	<b>3</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>3</b>
<b>Homeless Motel Vouchers</b>	<b>3</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Volunteer Recruitment/Placement</b>	<b>3</b>
<b>Adolescent/Youth Counseling</b>	<b>2</b>
<b>Drug Detoxification</b>	<b>2</b>
<b>Domestic Violence Shelters</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Nutrition Assessment Services</b>	<b>2</b>
<b>Volunteer Training</b>	<b>2</b>
<b>General Minor Home Repair Programs</b>	<b>1</b>
<b>General Medical Care</b>	<b>1</b>
<b>General Dentistry</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period: September 2019**

**Report Date: 10/02/2019**

**Total Number of Calls: 69**

<b>Electric Service Payment Assistance</b>	<b>32</b>
<b>Heating Fuel Payment Assistance</b>	<b>11</b>
<b>Adult Literacy Programs</b>	<b>7</b>
<b>Psychiatric Medication Services</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Therapy Referrals</b>	<b>4</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Minor Home Repair Programs</b>	<b>3</b>
<b>Hearing Aids</b>	<b>3</b>
<b>Smoking/Vaping Cessation</b>	<b>3</b>
<b>Adult Psychiatric Inpatient Units</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Drug Detoxification</b>	<b>2</b>
<b>Family Law</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>General Dentistry</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period: September 2019**

**Total Number of Calls: 109**

**Report Date: 10/02/2019**

<b>Electric Service Payment Assistance</b>	<b>40</b>
<b>Heating Fuel Payment Assistance</b>	<b>15</b>
<b>City Government Information Services</b>	<b>8</b>
<b>General Medical Care</b>	<b>7</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>7</b>
<b>General Relief</b>	<b>5</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>General Clothing Provision</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Homeless Motel Vouchers</b>	<b>3</b>
<b>Local Officials Offices</b>	<b>3</b>
<b>Medical Care Expense Assistance</b>	<b>3</b>
<b>Smoking/Vaping Cessation</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period: September 2019**

**Total Number of Calls: 48**

**Report Date: 10/02/2019**

<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>Community Shelters</b>	<b>4</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Families/Friends of Individuals With a Drug Use Disorder Support Groups</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>
<b>Children's Protective Services</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Families/Friends of Individuals With an Alcohol Use Disorder Support Groups</b>	<b>2</b>
<b>Psychiatric Case Management</b>	<b>2</b>
<b>Public Charities</b>	<b>2</b>
<b>Public Schools</b>	<b>2</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>1</b>
<b>Homeless Permanent Supportive Housing</b>	<b>1</b>
<b>Homeless Motel Vouchers</b>	<b>1</b>
<b>Homeless Drop In Centers</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Paratransit/Community Ride Programs</b>	<b>1</b>
<b>Community Action Agencies</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period: September 2019**

**Total Number of Calls: 62**

**Report Date: 10/02/2019**

<b>Heating Fuel Payment Assistance</b>	<b>23</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Non-Emergency Medical Transportation</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Area Agencies on Aging</b>	<b>4</b>
<b>Food Vouchers</b>	<b>4</b>
<b>General Relief</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Disability Related Transportation</b>	<b>2</b>
<b>Formula/Baby Food</b>	<b>2</b>
<b>Health/Disability Related Support Groups</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Housing Counseling</b>	<b>2</b>
<b>Water Service Payment Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period: September 2019**

**Total Number of Calls: 333**

**Report Date: 10/02/2019**

<b>Electric Service Payment Assistance</b>	<b>75</b>
<b>Rent Payment Assistance</b>	<b>42</b>
<b>Housing Search Assistance</b>	<b>33</b>
<b>Heating Fuel Payment Assistance</b>	<b>32</b>
<b>Homeless Shelter</b>	<b>17</b>
<b>Alcohol Detoxification</b>	<b>16</b>
<b>Food Pantries</b>	<b>16</b>
<b>General Counseling Services</b>	<b>16</b>
<b>Outpatient Mental Health Facilities</b>	<b>16</b>
<b>Community Shelters</b>	<b>14</b>
<b>Case/Care Management</b>	<b>13</b>
<b>General Dentistry</b>	<b>13</b>
<b>Legal Counseling</b>	<b>11</b>
<b>Community Action Agencies</b>	<b>10</b>
<b>Food Vouchers</b>	<b>10</b>
<b>Homeless Motel Vouchers</b>	<b>10</b>
<b>Non-Emergency Medical Transportation</b>	<b>10</b>
<b>Area Agencies on Aging</b>	<b>9</b>
<b>General Relief</b>	<b>9</b>
<b>Homemaker Assistance</b>	<b>9</b>